

***St. Louis County***

***WIA***

***Local Plan***

***Program Years 2005-2006***

## **I. Local Workforce Investment Board's Vision**

**State the local board's vision for the workforce investment region and how this vision meets, interprets and furthers the Governor's vision and the national direction.**

The St. Louis County Workforce Investment Board's vision is for our system to be the labor exchange of choice for both employers and job seekers; the recognized principal source of tools and resources, and the hub around which our County's workforce development system operates. We plan to implement a demand driven system focusing on businesses within high growth and high demand industry sectors. Through improved job training initiatives, we will be able to prepare more individuals for the growing and changing economy. Career Center partners, in collaboration with other workforce development system partners, and the Workforce Investment Board will be knowledgeable of economic trends and the current and future skill demands of businesses. Business practices will be streamlined to create a customer focused system, reduce administrative costs, and eliminate duplication of services.

## **II. Local Workforce Investment Priorities**

**Identify the workforce investment needs of businesses, jobseekers, and workers in the local area, and how those needs were determined.**

Our Career Centers will serve as the focal point through which businesses communicate their current and projected workforce needs, both in terms of employment opportunities and changing skill-set requirements. We will bring together existing resources to respond to those needs, recruit aggressively to meet them, and actively seek out new resources when required. We expect businesses to utilize our Centers primarily as a recruitment source for positions from entry-level to advanced positions across the full spectrum of industry sectors. Staff will conduct site visits to businesses to develop a better understanding of their business, their jobs, their work processes, and their required skill sets. Continued surveys on business's use and perception of labor exchange and staffing organizations will continue along with discussion groups focused around industry sectors. Centers will continue to host job fairs and recruitment days.

Improved core, intensive, and training services will be provided based on informal and formal assessment conducted by the case managers. Services will prepare more individuals, including veterans, dislocated workers, and ex-offenders for the growing and changing economy. Delivery of services will be team-based, quality-driven, structured with a focus on customer satisfaction. We will design our processes to meet customers' needs and consistently measure

performance. Customer surveys will be administered and evaluated continuously with follow-up and action plans implemented when needed.

St. Louis County contracts with the University of Missouri-St. Louis for Labor and Education Market Analysis (LEMA). LEMA creates and maintains an econometric outlook model of industry and occupational employment for the St. Louis region. This analysis aids our Career Center system in estimating both industry and occupational employment trends in the area and projects future outlooks/demands for labor in the region.

### **III. Local Structure**

#### **A. Describe the geographical workforce investment area, including the area's major communities, major employers, training and educational institutions in the area (technical and community colleges, universities, etc.), population, diversity of the population, and relevant growth trends.**

St. Louis County is an integral part of the St. Louis Metropolitan Statistical Area (MSA), which comprises seven counties in Missouri and five counties in Illinois. St. Louis County covers an area of 524 square miles and had a 2000 population of 1,016,315. It is the largest county in Missouri made up of 91 municipalities. The 2000 census states the County's median age was 34.7 years and the population was 77% white and 19% black with growing Asian and Hispanic populations. The region is home to 12 universities/four-year colleges (including nationally ranked Washington University and St. Louis University), 8 two-year institutions, and 80 technical and vocational schools.

Major regional industries include aviation, biotechnology, chemicals, electrical utilities, food and beverage manufacturing, health services, refining, research, constructions, telecommunications and transportation. Largest growth openings are food prep and serving workers, registered nurses, retail salespersons, carpenters, customer service reps, janitors, general and operations managers, construction laborers, office clerks, and electricians. Fastest growth rate jobs are fitness trainers, self-enrichment teachers, network systems and data analysts, computer software engineers, rock splitters-quarry, cement masons and finishers, gaming officers and investigators, and air conditioning and refrigeration mechanics.

Major employers located within St. Louis County are: The Boeing Company, Emerson Electric, Monsanto, Schnuck's Markets, Inc., SSM Health Care System, St. John's Mercy Health Care, Daimler Chrysler Corporation, and United Parcel Service.

**B. Describe the region's economic condition, including the following information by county and the overall region: average personal income level, number and percent of working-age population living at or below poverty level, unemployment rates for the last five years, and major lay-off events over the past three years and any anticipated layoffs.**

U.S. Department of Commerce's Bureau of Economic Analysis states in 2003, St. Louis County had a per capita personal income (PCPI) of \$43,225. This PCPI ranked first in the state and was 147 percent of the state average. The 2000 Census reports St. Louis County's median household income was \$50,532, with 6.9% of County residents at or below poverty level as compared to 9.9% for the region. Per MERIC data, average unemployment rates have been:

	<b>St. Louis County</b>	<b>Region</b>
<b>2004</b>	4.9%	5.5%
<b>2003</b>	5.1%	5.8%
<b>2002</b>	4.8%	5.6%
<b>2001</b>	3.8%	4.5%
<b>2000</b>	2.7%	3.3%

The regional passenger transportation industry is still reeling from American Airlines decision to cut more than 200 daily flights into and out of Lambert Field beginning in November 2003 with employment cuts that began in 2001. These cuts affected other local businesses as well. Employment losses were further exacerbated by Ford Motor's plans to gradually close the Hazelwood plant by 2007. Layoffs began in early 2005, however, a state taskforce and several elected officials are working to keep the plant open. The region was also affected by Union Pacific Railroad's decision to move approximately 1,000 jobs from the area. Other companies with notable layoffs were Pillsbury, Engineered Air Systems, Arkansas Blue Cross/Blue Shield, and Siegel-Roberts.

**C. Describe the process used by the local board to provide an opportunity for public comment, including comment by representatives of businesses and labor organizations, and input into the development of the local plan, prior to submission of the plan.**

Opportunity for public comment and input into the development of the local plan is achieved by publishing public notices in the local major daily, The St. Louis Post-Dispatch and the weekly, The American. The plan is available for viewing at the Missouri Career Center – North Oaks. The

plan must be approved by the local Workforce Investment Board, represented by businesses and labor organizations, prior to submission.

**D. Identify the local comprehensive one-stop center(s), including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan. See Attachment 1**

**E. Identify the one-stop partners that are physically located at the comprehensive center(s) and the services provided by these partners and list them in Attachment 1 to the local plan. See Attachment 1**

**F. Identify the local affiliate one-stop sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan. See Attachment 1**

**G. Identify the one-stop partners that are physically located at the affiliated sites and the services provided by these partners and list them in Attachment 1 to the local plan. See Attachment 1**

#### **IV. Economic and Labor Market Analysis**

**A. Identify the current and projected employment opportunities in the local area.**

See Exhibit A, the St. Louis MSA's projections based on the Missouri Occupational Employment Projections Brochure by MERIC for 2000-2010.

**B. Identify the job skills necessary to obtain current and projected employment opportunities. See Exhibit A.**

#### **V. Overarching Local Strategies**

**A. Include the findings from the "Missouri Regional Skills Gap Analysis" planning phase, as well as any strategies that have been developed for implementing the needed training to fill these skills gaps. These findings should include high-growth, high-demand employment opportunities within the region, as defined in the national direction.**

One of the primary findings from the St. Louis Regional Skills Gap planning process is that this type of exchange and dialogue must continue to create the level of coordination and collaboration needed to identify and address the skill shortage in high growth, high demand industries within the greater St. Louis Region. Through this shortage analysis phase, three key industry sectors were identified: Advanced Manufacturing, Healthcare

services, and IT. Based on the enormous current and projected labor force needs throughout the region and the existence of current programs by educational member organizations, the healthcare industry was chosen as the first industry to be engaged in more in-depth analysis and focus groups. The most critical and highest demand occupations identified were in nursing, physical therapists and radiation therapists.

This process also identified issues surrounding the high demand in these occupational categories which centers on capacity. Potential solutions aimed at expanding the capacity of training in nursing and the educational system focused on:

- Underwriting nursing faculty positions,
- Creating more improved classroom facilities including labs, and
- Identifying more clinical sites.

A few factors were made very clear. It will take the collective efforts of the healthcare providers, community colleges and other training facilities along with the workforce development system, partnering to devise specific interventions and solutions to meet current and future demands of the industry. There was also recognition that the healthcare industry requires talent and expertise from a wide variety of other career areas such as:

- IT professionals
- Skilled Labor (construction, electricians etc)
- Accounting
- Food Services

Representatives from the area WIBs, St. Louis Metropolitan Hospital Council, the Missouri Hospital Association, the St. Louis Healthcare partners and St. Louis Community College are coming together to look for solutions, strengthen the collaborative efforts, and address issues related to workforce shortages in this industry.

**B. Describe the local board's policy on providing apprenticeships.**

It is the Board's expectation that vendors will actively promote and look for opportunities to develop apprenticeship programs in partnership with the Bureau of Apprenticeship programs. Regions are looking at ways to utilize apprenticeships in healthcare and other industries to increase and create more uniform quality standards.

**VI. Major Local Policies and Requirements**

**A. Identify the local areas policy for supportive services and/or needs based payments to enable individuals to participate in Title I**

**activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services. In addition, this policy should identify:**

**-how such services will be funded when they are not otherwise available from other sources; the services that may be provided; documentation required for requesting service; the maximum amount of funding and length of time for supportive services or needs-based payments to be available to participants; and procedures (if any) established to allow one-stop operators to grant exceptions to the limits established.**

St. Louis County is acutely aware of the need to make available supportive services to enable individuals to participate and enhance their chances of successfully completing training and other needed Career Center services to gain employment. However, by virtue of budgetary and fiscal constraints, funding for supportive services is limited. As a result, support services using Title I funding is provided only to Adults and Youth customers. Supportive Services for Adult and Youth customers has been limited to childcare and transportation assistance for those who are in training and are determined to be in need of such services through the assessment and case management process. For those customers whose employment requires uniforms and/or tools as a condition of employment, these “work related” supportive services are provided.

St. Louis County and it's WIB, in understanding the need to leverage existing resources whenever possible, has looked favorably on those organizations and vendors that demonstrated a willingness to “supplement” limited WIA funding with resources from their own organizations. For example, the Urban League provides rental/mortgage assistance, utility assistance, food baskets and school supplies to low income individuals in the metro area. Hence, should WIA youth and their families have need of such services, a relationship already exists to facilitate and address the need. Other examples of this type of leveraging of limited resources can be found within partnerships with the International Institute, MERS/Goodwill and the St. Louis Community College. The One-Stop Operator for our local area routinely makes referrals to other organizations in the community to address housing needs, substance abuse, financial counseling, child care, transportation, health/mental health needs and other support. Since WIA Title I supportive services are assessed and provided on an individual basis, no dollar limit has been set. Services are determined by the length of training and the customer's eligibility to receive assistance from other partner agencies (i.e. child care assistance from FSD). The type and duration of supportive services are managed through the case management process with supervisory oversight.

**B. Identify the maximum dollar amount for all supportive services combined per participant.**

There is no maximum dollar amount. Each program participant is individually assessed by the case manager as part of their responsibilities. The case manager will request all the necessary documentation required for the supportive services being requested. These requests are documented in the “hard copy” file as well as in the ToolBox electronic case management system. In this way, there will always be two forms of documentation available to address the needs of the participant if they move from one region to another seeking service, thus insuring seamless delivery of service.

**C. Describe the criteria to be used by the local board, under 20 CFR 663.600, to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited, and the process by which any priority will be applied by the one-stop operator.**

Adult program funds are limited for the purpose of determining “priority of service”. At least 60% of the customers certified to receive intensive and/or training services must be determined to be “low income” as defined by the Workforce Investment Act. Other program applicants must show at least one of the following characteristics:

- Eligible Veterans as defined by Title 38, U.S.C.4211(4) and P.L. 102-127, Sec 5 -active duty (for other than training) for a period of more than a 180 days and discharged under honorable conditions or was discharged or released from active duty because of a Service Connected Disability, regardless of the length of service; served as a member of a reserve component under an order to active duty by Presidential orders and who served on active duty during any officially designated period of war, campaign or expedition for which a campaign badge is authorized and was discharged and released from duty under honorable conditions.
- Participants tested as having a reading and/or math level of 8<sup>th</sup> grade (8.9) or lower.
- Unemployed at least 15 out of the last 26 weeks.
- An ex-offender.
- The individual is determined by the one-stop operator to be in need of services to attain self-sufficiency.

**D. Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as “an individual who requires additional assistance to complete an educational program, or to secure and hold employment”.**



The Youth Council and WIB of St. Louis County have defined the sixth eligibility criteria for WIA Youth as follows:

A youth 14 to 21 years of age who has been or is at risk of becoming a statistic of any of the following:

- Juvenile justice system,
- An alternative youth residential care facility,
- A substance abuse facility, child/family abuse,
- Second generation public assistance,
- Having 3 or more jobs in the past 6 months,
- A student/enrollee of an alternative education facility,
- Under the care of psychological care unit,
- Has a defined disability,
- Has experienced either truancy or chronic behavior, attendance problems, or repeated suspensions from an educational facility or employment, or
- A unique case as approved by the Local Area Administrator of St. Louis County, Division of Workforce Development.

**E. Describe how veteran's priority, as required by Public Law 107-288, will be incorporated into all programs.**

***Veterans' priority is a requirement in all programs funded wholly or in part by DOL. Priority will be measured in terms of enrollment in affected programs.***

***Referral to the DVOP/LVER does not constitute priority of service.***

***For all programs with statutory requirements, veterans must meet the program eligibility requirements in order to obtain priority of service.***

***In the WIA Adult and Dislocated Workers Program, the current law requires that first priority for intensive and training services be given to public assistance recipients and low-income individuals when adult funds allocated to a local area are limited. In regard to veterans, the priority of provision of services is established as follows: First to be served will be public assistance recipients and low-income individuals who are also veterans. The second group to be served will be public assistance recipients and low-income non-veterans. Among participants who are not public assistance recipients or low-income individuals, veterans will receive priority over non-veterans.***

***Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, veterans' priority takes precedence over those optional or discretionary priorities. Veterans' priority is applied in advance of the opportunities and***

***services provided to the population group covered by the optional priority.***

#### ***Provision of Information to Covered Individuals***

***Each provider will provide information regarding priority of service to covered persons regarding benefits and services that may be obtained through other entities or service providers and ensure that each covered veteran or eligible spouse who applies to or is assisted by any covered program is informed of the employment related rights and benefits to which the person is entitled.***

#### ***Program Registration***

***When there is a registration requirement associated with receipt of services for an impacted program or grant, collection of the individual's veteran status is required. GreatHires.org, Missouri's automated public labor exchange system, provides the opportunity for veterans to self-declare veterans status. In addition, Toolbox collects veterans' data during intake and assessment.***

#### **F. Identify the funding limit for Individual Training Accounts (ITAs).**

An ITA may be awarded to eligible Adult and/or Dislocated Worker participants, as established under WIA and as directed by the WIB, provided the participant meets the program's eligibility requirements and is brought through the appropriate levels of service as designated by the Missouri Career Center. The maximum funding limit is \$5,000. Other funds may be available to the participant through a Pell Grant and would be used first in lieu of the ITA funds.

#### **G. Describe how the local region will ensure that the full array of one-stop services are available to all individuals with disabilities, so that these services are fully accessible.**

St. Louis County Government, in partnership with the State of Missouri and in compliance with ADA procedures, has set up full access to services for customers with disabilities at the Missouri Career Center. Wheelchair accessible entrance, exits, and restroom facilities enable customers easy access to the Career Center. Hearing and visually impaired customers have the use of speakerphones, headsets, telephone handset amplifiers, a TTY, zoom text magnifier, big key keyboards, height adjustable tables and more. Interpreters for the hearing impaired are available through services from St. Louis Community College and signage in Braille is available throughout select areas of the building. ***Partner agencies***

***within the one-stops utilize a referral system for customers needing the services of the Division of Vocational Rehabilitation. Case managers assess the need, make the referral, and follow-up with the DVR representative. A supervisor with DVR serves as an active member of the local Board.***

**H. Describe how the local region will ensure that the full array of one-stop services are available to all individuals with limited English proficiency.**

Based on the increase in population and the demand for services to new Americans and English as Second Language customers, St. Louis County in partnership with The International Institute as a WIA service provider, offers comprehensive services which have been integrated into the Career Center system. To further enhance Career Center services, the International Institute provides interpreters proficient in Spanish, Asian dialects, Middle Eastern and Eastern European languages, Bosnian and African dialects on an as needed basis. The International Institute also provides WIA services for the Adult Program as well as classes in small business and medical assistance training. The Missouri Career Center at North Oaks provides a front line staff person proficient in English/Spanish translation plus service bulletins and brochures in Spanish for the Hispanic population.

**I. Describe how the local region promotes integration of services through dual enrollment processes.**

The primary goal of the dual enrollment process is to enhance services to the customer to better meet their needs. St. Louis County Division of Workforce Development in partnership with St. Louis Community College, MERS/Goodwill, The International Institute, The Urban League of St. Louis and Operation Excel/YouthBuild always enables its program participants to have, through dual enrollment, the ability to utilize services that all programs have to offer. National Emergency Grant participants are automatically eligible for dual enrollment and in some cases for Trade Assistance Act funds. In the case of program participants that are eligible for the CAP/TANF programs, they may participate in the Adult Program as administered by St. Louis Community College. Each customer is assessed and eligibility is determined by the case manager for proper program dual enrollment. Case management and follow-up efforts are also coordinated to insure proper service delivery, potential credential attainment and/or skills upgrade, and re-employment.

**J. List the local credentials that the board has approved, to include: issuing entity, requirements to earn credential, and the expiration date (if any) of the credential.**

The Workforce Investment Board of St. Louis County has taken a deliberate and more conservative approach with regard to WIB approved credentials, only recognizing established and generally accepted types of credentials. Such credentials are the GED, high school diploma, bachelor degree or higher degree, certificate of credential or skill attainment from an institution that is legally authorized by the North Central Accreditation Board and the Department of Elementary and Secondary Education of the State of Missouri. It is our understanding that the State of Missouri is considering adopting a work readiness certification credential from WorkKeys. Our local WIB is also evaluating it as a viable option.

## **VII. Integration of One-Stop Service Delivery**

**A. Describe the one-stop delivery system in the local region, including:**

**A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants.**

There is a Performance and Customer Satisfaction Committee of the local Board that oversees the performance management and continuous improvement of service delivery through the system. St. Louis County staff monitors the performance of each provider and provides technical assistance as needed.

**Describe how all partner agencies will strengthen their integration of programs and services so that it provides a more seamless system;**

The Consortium meets regularly to address and ensure the integration and coordination of One-Stop services and the Business Service Team (represented by job developers of each partner) works continuously to meet the goal of integrated business services. A Board task force is currently reviewing the scope of service of each provider and meeting with them on system upgrades.

**A copy of each memorandum of understanding (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system in the local area. (This should be included as Attachment 6 to the local plan.**

When acquired, all **signed** memorandums of understanding will be forwarded.

**B. Describe the plan development process, including how input for the plan was obtained by all the partners involved in the MOU.**

Much of the information contained in this plan is a result of the ongoing operations and continuous operational review. One of the primary goals of this region is and always has been how well our Workforce Development System maximizes the resources and talent we have to better serve our business customers and jobseekers alike. Input from the WIB and its committees, Career Center management groups, staff workgroups and committees have been used to evaluate, coordinate and strengthen our region's approach to service delivery system-wide. In partnership with the WIB and other Career Center partners, this input has been gathered through face-to-face meetings and dialogue, reports, and recent review of the "scopes of work" of our service providers. The plan will be presented to the full WIB and made available to all partners and the public at large to gain the collective insight of concerned and involved parties. Any comments or recommendations received will be given due process and proper evaluation by the appropriate WIB committee and/or One-Stop partner.

**VIII. Administration & Oversight of Local Workforce Investment System**

**A. Identify the one-stop operator(s) for the comprehensive and affiliate one-stop centers in the region. See Attachment 1.**

**B. Identify the members of the local workforce investment board, the organization or business they represent, and the area in Attachment 2 to the local plan. See Attachment 2.**

**C. Include a copy of the local workforce investment board's current by-laws in Attachment 3 to the local plan. See Attachment 3.**

**D. If applicable, include a copy of the region's Performance Improvement Plan (PIP) for any sanctions they have been given, as well as an update on the effectiveness of the PIP's strategies. Not applicable.**

**IX. Service Delivery**

**A. One-Stop Service Delivery Strategies**

**Describe how the local region is assisting customers in making informed choices based on quality workforce information and accessing quality training providers.**

The Board's Individual Training Account policy statement states that training services will be available to individuals who have been determined by staff, through a formal assessment, to be in need of training services and to have the skills and qualifications to successfully participate in the selected training. Formal assessment shall include, but not be limited to an evaluation of aptitudes and academic skill levels to determine the appropriateness of a particular training area. The individual must select a program of training service that is directly linked to the employment opportunities in the local area. This shall be determined by analysis of labor market information included within GreatHires, and shall be in an occupation of projected growth, high projected openings or where a bona fide offer of employment has been received conditional upon successful completion of the training. ITAs will be authorized only for the Department of Elementary and Secondary Education (DESE) approved training sites. St. Louis County contracts with DESE to administer the individual referral training program for the County which includes the coordination of the entire training process with local training providers. Monitoring and evaluation of providers is conducted as a joint effort between DESE and the County. Staff utilizes labor market information from MERIC, LEMA, DOL and other on-line service providers, along with the Choices program, in assisting customers with making solid choices on career development and training.

## **B. Adult and Dislocated Workers**

### **Provide a description and assessment of the type and availability of all adult and dislocated worker employment and training activities in the local area.**

St. Louis County Government, Division of Workforce Development and partner agencies enroll customers through the eligibility process and different service levels: core, intensive and training. There are two types of assessment available at different service levels in order to access training- informal and formal assessment for customers entering Adult or Dislocated Worker. The informal assessment process is initiated between the career counselor and customer. This process helps to determine the most productive and efficient approach to addressing the customer's employment needs. The formal assessment process utilizes the State of Missouri's WorkKeys Assessment. This program will test the job seeker's proficiency in Reading for Information, Applied Mathematics and Locating Information. In addition, all customers who take WorkKeys will be awarded certificates of completion. The results garnered from WorkKeys will assist the customer and career counselor in developing occupation and/or training goals. Other assessment tools that might be utilized are CHOICES, Holland's Self Directed Search and the Myers-Briggs Personality-Type Indicator. By utilizing the various assessment tools

available, the case manager and Career Center staff can then deliver quality service and training components.

**Include a description of the local individual training account (ITA) system and the procedures for ensuring that exceptions to the use of ITAs, if any are justified under WIA section 134(d)(4)(G)(ii) and 20 CFR 663.430.**

The policy of the WIB of St. Louis County states that ITAs shall be made available to eligible individuals participating in WIA Title I services through the Missouri Career Center.

Training services will be available to customers who:

- Have received Intensive services and were not successful in obtaining employment or job retention through said services.
- Through formal assessment, customer has demonstrated the need for training to acquire the skills and qualifications needed for re-employment.
- Have used labor market information to determine occupational growth for selected training and employment.
- Selected a training provider that is approved by DESE and is in the SMSA.
- Are unable to obtain other grant assistance for training such as the Pell Grant and/or requires funding assistance beyond what the Pell Grant provides.

ITAs shall not exceed \$5,000 unless prior approval is requested due to extenuating circumstances and the WIB's Executive Committee or it's sub-contractor for the local area grants the request.

**Provide a description of how Wagner-Peyser Reemployment Services (Worker Profiling) will be delivered on a weekly basis between DWD and partner staff.**

Worker Profiling services are administered at the Missouri Career Center by St. Louis Community College staff in partnership with Missouri Division of Workforce Development (DWD). The potential program participants are instructed to report to a Missouri Career Center for orientation to services available to job seekers, potential training opportunities, and community resources. The orientations are usually held in conjunction with the "4 week reporting" period for Unemployment Insurance requirements.

### **C. Rapid Response**

**Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate.**

The local board through St. Louis County will contract with the Title I dislocated worker service provider to staff a Rapid Response Coordinator who will also serve on the State Rapid Response Team. Responsibilities will include employer contact, scheduling informational meetings, labor contacts, ensuring affected employees are informed of all available services, establishing supportive service linkages and follow-up services.

#### **D. Youth**

**Provide a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities.**

The youth service provider (Urban League) places top priority on partnering with agencies that will help to maximize results when working with youth. They have long-standing, well-established partnerships with the school districts of St. Louis County. There are currently formal agreements in place with 12 of the 26 school districts. The districts are Jennings, Ferguson-Florissant, Wellston, Maplewood, Riverview Gardens, Special, Normandy, Ritenour, Parkway, Hazelwood, Webster Groves and University City. This allows for high levels of contact with participants through the schools. A partnership also exists between the service provider and Lakeside Residential Center. This helps to serve youth offenders, homeless youth and those in foster care. Partnerships also exist between the service provider and local Adult Education and Literacy programs to ensure services for participants who have dropped out of the local schools. There are formal agreements in place with AEL programs in St. Louis Public Schools and University City School District

**Provide a description of any innovative service delivery projects for youth currently operating in the region. Describe the local board's involvement in the projects, and the board's efforts to continue involvement and funding for the continuation of these projects.**

One innovative service delivery project is the SBC School-to-Business partnership. The School-to-Business Partnership Coaching Program started as a pilot project to match at-risk high school students and successful corporate employees in a one-on-one relationship. The program matches WIA participants from St. Louis County School Districts and volunteer coaches from SBC Communications in St. Louis. They spend time together once a month to talk about issues that will help motivate participants to become more productive during their academic lives and their subsequent careers. Monthly topics consist of teamwork, goal setting, communications skills, diversity, time management, and organizational skills/team building. Volunteer SBC staff members make



presentations on the topics and then spend time one-on-one with participants to give and get more personal insights. Students have the opportunity to gain awareness of career options and job seeking skills. The pilot program was extremely successful; therefore, SBC agreed to continue in the project. A second level was added to give the pilot group of participants a deeper level of exposure to SBC's operations. This program is now going into its fourth year.

Another innovative service delivery project is the Jobs for Missouri Graduates program which will be implemented July 1, 2005 to June 30, 2006. The purpose of the program is to provide high school seniors with employability skills training, career counseling, leadership training and the academic support necessary to ensure their graduation from high school. The program also can assist them in making a successful transition from high school to the world of work. The program provides intensive job/career counseling, employability skills training, leadership activities, work experience opportunities, job development and job placement, and follow-up services for one year. The delivery of services will be on location in six local partnering school districts. There will also be sites in St. Louis Public Schools-Construction Career Charter School and three schools from the Southeast Workforce Investment Board Region-Iron County C-4 School District, Central R-III School District and North St. Francois County R-I School District for a total of 11 sites.

## **E. Business Services**

**Describe efforts to continue Business Outreach and Service plan implementation regarding achievement of coordinating business outreach efforts through a single point of contact system. Describe how partner staff work together to “broker” all programs and services to businesses. Include a description of strategies/training to ensure partner staff document business contacts in toolbox and work closely with all career center staff that have business outreach responsibilities. Describe innovative and/or outreach successes that may be considered best practice. Describe any modifications/revisions to the business outreach plans that were submitted to the DWD during 2004.**

The Business Outreach team continues to work to implement the goals and objectives articulated in the Business Outreach plan. This plan addresses the key initiatives to provide a system-wide, single point of contact delivery system that promotes long-term economic and workforce development growth for the St. Louis region. The efforts of the team are to ensure that:

- Contact with local businesses will be shared in system-wide activity

- All partners will sell the full range of the system's services
- All partners will use standardized procedures when contacting businesses
- All partners will share information about business contacts by recording contact information in TOOLBOX

This service delivery model, based upon a single point of contact system, is making stride to provide businesses with:

- Access to a comprehensive enhanced menu of services from all partners' programs at every contact with the system
- Coordinated single point of contact system for the delivery of products and services
- Improved customer service from trained staff based on an analysis of what businesses want and need to be successful
- Measurable enhanced customer satisfaction due to improvements in service delivery

The Career Center management and the business outreach team remain committed and focused in creating a more business focused, demand driven system as we assist business in meeting the labor force needs.

**Describe the region's commitment to businesses and how the training needs of businesses will be addressed, including implementing incumbent worker and On-the-Job Training programs. Include a description of how these services will not duplicate and will coordinate with Missouri's incumbent worker and industry training programs.**

As a local area, we are working in partnership with Missouri Division of Workforce Development to gain more knowledge about this area. Our region has requested training on OJT and incumbent worker training from the DWD Training Coordinator. It is expected to occur in Septmeber-05. We fully expect to use OJT and incumbent worker training activities in our region as an economic development tool and to strengthen our local labor force. ***The St. Louis Region County Region will actively coordinate with DWD Central Office Business Relations staff to avoid duplication of incumbent worker (Classroom & OJT) and other industrial training programs.***

#### **F. Innovative Service Delivery Strategies**

**Describe how the region will support the Missouri Re-entry Process (MRP) ex-offender initiative. Include the services to be provided for**

**ex-offenders and the process to be sued to identify employers willing to hire ex-offenders.**

The region has demonstrated its support to the Missouri Re-entry Process by being an active and engaged partner in regional initiatives. Over the course of the past several years, Career Center staff has conducted workshops, assisted in employer recruitment, and assisted with planning and staffing regional job fairs targeted to the ex-offender population. Representatives from the Career Center management team currently serve on a Regional Steering committee made up of representatives from FBO/CBO organizations, Federal State and Local Courts systems, Federal, State and Local Probation and Parole Boards, Health/Mental Health organizations, and others to devise ways to better coordinate efforts, leverage limited resources, and to identify critical stakeholders. Two Career Center staff have been selected to be members of a six person regional team. This regional team is scheduled to participate in training being provided by the National Institute of Corrections early next year. The Workforce Investment Act identifies former offenders as one of several priority groups for WIA services. These customers are afforded the same access and opportunity to receive services. ***Each offender referred from a Missouri Department of Corrections (DOC) Transitional Housing Unit (THU) will be provided an initial appointment with designated Career Center staff upon receipt of such referral. The initial appointment will consist of an assessment and referral to appropriate services and/or programs.***

#### **G. Strategies for Faith-based and Community-based Organizations**

**Describe those activities to be undertaken to: (1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the one-stop delivery system; and (2) expand the access of faith-based and community-based organizations' clients and customers to the services offered by the one-stops in the state. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the local workforce investment area to help meet the objectives of WIA.**

St. Louis County Government, Department of Human Services, has contracts with 20 shelters and homeless agencies. In addition, monthly "round table" meetings are held with approximately 60 agencies from the St. Louis region in attendance. The St. Louis County Government's Division of Workforce Development is a presenter at the "round table"

meetings representing its active partners in sharing information on the programs and services offered at the Missouri Career Centers. Efforts to expand the access to the various faith-based and community based organizations are implemented by St. Louis County's Division of Workforce Development, partner agencies: MERS/Goodwill, The MET Center, St. Louis Community College, The Urban League of St. Louis, Operation Excel/YouthBuild and by symposiums interacting with the aforementioned agencies and others in conjunction with North County Cares, a division of St. Louis Community College Florissant Valley Campus. Other resources include The Governor's Council On Disability, Catholic Charities, the Community Action Agency of St. Louis County and the Community Information Network of St. Louis, just to name a few. Effective leveraging in the local WIA area can be utilized by writing joint applications for funding with the Community Based Organizations and Faith-Based Organizations, thus allowing a CBO/FBO representative to co-locate at a Missouri Career Center. Site visits from Workforce Development Professionals to CBO/FBO's to provide agency outreach would give high profile to the Missouri Career Centers and info-share about other services in the area. In this manner, the Workforce Investment Region would benefit those in need of services while providing employers with potential candidates for viable employment.

**X. Local Administration**

**A. Identify the local levels of performance negotiated with the Governor and chief elected official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent, eligible providers, and the one-stop delivery system in the local area.**

Local levels of performance will be negotiated by the Board, our chief elected official and the Governor based on the State's adjusted levels of performance established under WIA. They will take into account the specific economic, demographic, and other various characteristics of the population served in our local area. See Exhibit B for our DWD Regional WIA Performance Measures Response Report.

**B. An identification of the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i).**

St. Louis County Government is the grant recipient and the responsible entity for the disbursement of grant funds as determined by the chief elected official. The Department of Human Services, as a department of St. Louis

County Government, is responsible for administering funds received under WIA at the direction of the local Workforce Investment Board.

**C. A description of the competitive process used to award the grants and contracts in the local area for activities carried out under subtitle I of WIA, including the process to procure training services for youth (reference DWD Issuance 03-02) and any that are made as exceptions to the ITA process.**

St. Louis County, through its procurement guidelines, will administer requests for proposal for WIA services. Contracts are awarded upon review of proposals by a Board committee and a vote by the full Board. Individual training accounts will be authorized only for Department of Elementary and Secondary Education approved training sites. Training services authorized in lieu of an individual training account may be on-the-job training. The Title I service provider will enter into contracts with pre-screened employers for these training services. St. Louis County Government procurement procedures will be followed in procuring any other training services.

**D. Describe how the local region is working towards eliminating duplicative administrative costs to enable increased training investments.**

Service providers are not awarded funds for administrative costs thus streamlining work processes to avoid duplication.

**E. Identify how the local region ensures that services are not duplicated.**

The Consortium (WIA mandated partners and TA provider) meets semi-monthly to coordinate Career Center operations and assure that services are not duplicated. Service mapping was conducted with the origination of the One-Stops to coordinate the system and ensure that services would not be duplicated.

**F. Establish and define the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600. Include a copy of this policy as Attachment 4 to the local plan.**

The Manager of the Workforce Development Division of St. Louis County currently serves as the operators' EEOC officer for the local One-Stop system. See Attachment 4.

**G. Include the Planning Budget Summaries for Program Year 2005 and Fiscal Year 2006 in Attachment 5 to the local plan.**

See Attachment 5.